Digitalization of Public services - Opportunities & Challenges
Delivering services to citizens is at the heart of what most government agencies do. Tasks like paying taxes, renewing driving licenses, and applying for benefits are often the most tangible interactions citizens have with their government. Services are therefore critical in shaping trust in and perceptions of the public sector.
Citizen’s Expectations

**Transparency:** Elimination of the role of Middlemen & Leakages, Duplicates.

**Accessibility:** Easy to access

**Response services**
Requirements

Part of the problem is that despite their best intentions, many governments continue to design and deliver services based on their own requirements and processes, instead of the needs of the people they serve.

But some government agencies—including at the local, state, and federal levels—have successfully implemented a customer-centric approach to service design and delivery.
Opportunities

• Delivery of Government services in real time
• Exchange of Information
• Communication of transactions
• Integration of various systems/departments
• End to End Process completion
• Elimination of Middle man/Fraud
• No need to maintenance of Manual records
Challenges

1. Server Maintenance

2. Connectivity Issues in Rural areas

3. Proper reconciliation of digital transactions. Offering more online services with stipulated time period.

4. Public Grievance Redressal Mechanism.
Way forward

1. Establishing department wise IT services

2. Well trained staff to be appointed at Call centers

3. Offering more online services with stipulated time period.

4. Public Grievance Redressal Mechanism.

5. Real Time monitoring system.
THANK YOU